



CITIZENS
communications

April 16, 1998

MEMORANDUM:

TO: Paul Moreland
FROM: Joe Hausner *JH*
SUBJECT: Aid-to-Construct letters

The following are samples of Aid-to-Construction letters from two exchanges with applicant's name and cost of estimates.

<u>Exchange</u>	<u>Applicant's Name</u>	<u>Cost of Estimate</u>
736	Ms. Nelson	\$83,160.00
787	Ms. Phillips	\$18,480.00
787	Ms. Bahe	\$24,024.00
787	Ms. Faber	\$36,960.00
787	Ms. Posey	\$73,920.00
697	Ms. Nephew	\$36,640.00
697	Mr. Cody	\$49,504.00
697	Ms. Charley	\$35,120.00

If I can be of further assistance, please do not hesitate to call me.

CITIZENSTELECOM
NAVAJO COMMUNICATIONS CO.
DRAWER 6000
WINDOW ROCK, AZ 86515
(520) 871-5581

April 16, 1997

Dear Ms. Charley:

PC 598 697

Preliminary engineering to provide you telephone service in our Kayenta exchange has been completed. Listed below are the aide-to-construction price quote and right-of-way requirements to give you service.

CITIZENSTELECOM builds 1/2 mile (2,640 feet) of line extension free of charge per applicant and the remaining balance is built at the customer's expense. Upon receipt of the balance; final engineering and material ordering is done and you are provided with the necessary route information to procure any required right-of-way.

Total distance for our nearest facility	11,420 feet
Less free build (1 customer)	2,640 feet
Aide-to-construction cost distance	8,780 feet

YOUR COST ESTIMATE

\$ 35,120.00

The right-of-way procurement and associated costs have not been included in the above estimate. All right-of-way costs must be provided by you prior to construction.

This estimate will be kept on file for 30 days from the date of this letter. After expiration of the 30-day period, your service order and the cost estimate are subject to cancellation and change.

If you have any questions, please contact us at 520/871-5581.

Sincerely,

Shirley Woody
Shirley Woody
Service Center Supervisor

CITIZENSTELECOM
NAVAJO COMMUNICATIONS CO.
DRAWER 6000
WINDOW ROCK, AZ 86515
(520) 871-5581

April 16, 1997

Dear Ms. Bahe:

11760 787

Preliminary engineering to provide you telephone service in our Lukachukai exchange has been completed. Listed below are the aide-to-construction price quote and right-of-way requirements to give you service.

CITIZENSTELECOM builds 1/2 mile (2,640 feet) of line extension free of charge per applicant and the remaining balance is built at the customer's expense. Upon receipt of the balance; final engineering and material ordering is done and you are provided with the necessary route information to procure any required right-of-away.

Total distance for our nearest facility	9,504 feet
Less free build (1 customer)	2,640 feet
Aide-to-construction cost distance	6,864 feet

YOUR COST ESTIMATE

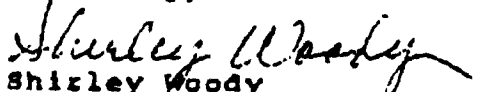
\$ 24,024.00

The right-of-way procurement and associated costs have not been included in the above estimate. All right-of-way costs must be provided by you prior to construction.

This estimate will be kept on file for 30 days from the date of this letter. After expiration of the 30-day period, your service order and the cost estimate are subject to cancellation and change.

If you have any questions, please contact us at 520/871-5581.

Sincerely,


Shirley Woody
Service Center Supervisor

CITIZENSCOMMUNICATIONS
NAVAJO COMMUNICATIONS CO.
DRAWER 6000
WINDOW ROCK, AZ 86515
(520) 871-5581

May 12, 1997

Dear Ms Faber:

I1756 787

Preliminary engineering to provide you telephone service in our Lukachukai exchange has been completed. Listed below are the aid -to-construction price quote and right-of-way requirements to give you service.

CITIZENSTELECOM builds 1/2 mile (2,640 feet) of line extension free of charge per applicant and the remaining balance is built at the customer's expense. Upon receipt of the balance; final engineering and material ordering is done and you are provided with the necessary route information to procure any required right-of-away.

Total distance for our nearest facility	13,200 feet
Less free build (1 customer)	2,640 feet
Aide-to-construction cost distance	10,560 feet

YOUR COST ESTIMATE \$ 36,960.00

The right-of-way procurement and associated costs have not been included in the above estimate. All right-of-way costs must be provided by you prior to construction.

This estimate will be kept on file for 30 days from the date of this letter. After expiration of the 30-day period, your service order and the cost estimate are subject to cancellation and change.

If you have any questions, please contact us at 520/871-5581.

Sincerely,

Shirley Woody

Shirley Woody
Service Center Supervisor

CITIZENSCOMMUNICATIONS
NAVAJO COMMUNICATIONS CO.
DRAWER 6000
WINDOW ROCK, AZ 86515
(520) 871-5581

March 04, 1998

Dear Ms Posey:

FCK 1121 787

Preliminary engineering to provide you telephone service in our Lukachukai exchange has been completed. Listed below are the aide-to-construction price quote and right-of-way requirements to give you service.

CITIZENSTELECOM builds 1/2 mile (2,640 feet) of line extension free of charge per applicant and the remaining balance is built at the customer's expense. Upon receipt of the balance; final engineering and material ordering is done and you are provided with the necessary route information to procure any required right-of-away.

Total distance for our nearest facility	23,760 feet
Less free build (1 customer)	2,640 feet
Aide-to-Construction Cost Distance	21,120 feet

YOUR COST ESTIMATE \$ 73,920.00

The right-of-way procurement and associated costs have not been included in the above estimate. All right-of-way costs must be provided by you prior to construction.

This estimate will be kept on file for 30 days from the date of this letter. After expiration of the 30-day period, your service order and the cost estimate are subject to cancellation and change.

If you have any questions, please contact us at 520/871-5581.

Sincerely,

Shirley Woody
Shirley Woody
Service Center Supervisor

CITIZENSTELECOM
NAVAJO COMMUNICATIONS CO.
DRAWER 6000
WINDOW ROCK, AZ 86515
(520) 871-5581

April 16, 1997

Dear Ms. Nephew:

PCK 598 697

Preliminary engineering to provide you telephone service in our Kayenta exchange has been completed. Listed below are the aide-to-construction price quote and right-of-way requirements to give you service.

CITIZENSTELECOM builds 1/2 mile (2,640 feet) of line extension free of charge per applicant and the remaining balance is built at the customer's expense. Upon receipt of the balance; final engineering and material ordering is done and you are provided with the necessary route information to procure any required right-of-away.

Total distance for our nearest facility	11,800 feet
Less free build (1 customer)	2,640 feet
Aide-to-construction cost distance	9,160 feet

YOUR COST ESTIMATE

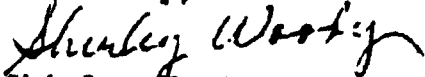
\$ 36,640.00

The right-of-way procurement and associated costs have not been included in the above estimate. All right-of-way costs must be provided by you prior to construction.

This estimate will be kept on file for 30 days from the date of this letter. After expiration of the 30-day period, your service order and the cost estimate are subject to cancellation and change.

If you have any questions, please contact us at 520/871-5581.

Sincerely,



Shirley Woody
Service Center Supervisor

CITIZENSTELECOM
 NAVAJO COMMUNICATIONS CO.
 DRAWER 6000
 WINDOW ROCK, AZ 86515
 (520) 871-5581

April 16, 1997

Dear Mr. Cody:

FCK 598 697

Preliminary engineering to provide you telephone service in our Kayenta exchange has been completed. Listed below are the aide-to-construction price quote and right-of-way requirements to give you service.

CITIZENSTELECOM builds 1/2 mile (2,640 feet) of line extension free of charge per applicant and the remaining balance is built at the customer's expense. Upon receipt of the balance; final engineering and material ordering is done and you are provided with the necessary route information to procure any required right-of-away.

Total distance for our nearest facility	15,016 feet
--Less free build (1 customer)	2,640 feet
Aide-to-construction cost distance	12,376 feet

YOUR COST ESTIMATE

\$ 49,504.00

The right-of-way procurement and associated costs have not been included in the above estimate. All right-of-way costs must be provided by you prior to construction.

This estimate will be kept on file for 30 days from the date of this letter. After expiration of the 30-day period, your service order and the cost estimate are subject to cancellation and change.

If you have any questions, please contact us at 520/871-5581.

Sincerely,

Shirley Woody

Shirley Woody
 Service Center Supervisor

CITIZENSCOMMUNICATIONS
NAVAJO COMMUNICATIONS CO.
DRAWER 6000
WINDOW ROCK, AZ 86515
(520) 871-5581

February 5, 1998

Dear Ms Phillips:

I 1813 787

Preliminary engineering to provide you telephone service in our Lukachukai exchange has been completed. Listed below are the aide-to-construction price quote and right-of-way requirements to give you service.

CITIZENSTELECOM builds 1/2 mile (2,640 feet) of line extension free of charge per applicant and the remaining balance is built at the customer's expense. Upon receipt of the balance; final engineering and material ordering is done and you are provided with the necessary route information to procure any required right-of-away.

Total distance for our nearest facility	7,920 feet
Less free build (1 customer)	2,640 feet
Aide-to-Construction Cost Distance	5,280 feet

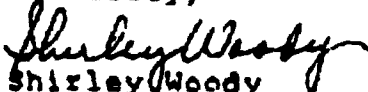
YOUR COST ESTIMATE \$ 18,480.00

The right-of-way procurement and associated costs have not been included in the above estimate. All right-of-way costs must be provided by you prior to construction.

This estimate will be kept on file for 30 days from the date of this letter. After expiration of the 30-day period, your service order and the cost estimate are subject to cancellation and change. But you can apply for IMM service until 10-01-98.

If you have any questions, please contact us at 520/871-5581.

Sincerely,



Shirley Woody
Service Center Supervisor

NAVAJO COMMUNICATIONS CO.
DRAWER 6000
WINDOW ROCK, AZ 86515
(520) 871-5581

citizenstelecom

April 16, 1998

Dear Ms Nelson:

FCK 1140 736

Preliminary engineering to provide you telephone service in our Toyel exchange has been completed. Listed below are the aide-to-construction price quote and right-of-way requirements to give you service.

Navajo Communications

CITIZENSTELECOM builds 1/2 mile (2,640 feet) of line extension free of charge per applicant and the remaining balance is built at the customer's expense. Upon receipt of the balance; final engineering and material ordering is done and you are provided with the necessary route information to procure any required right-of-away.

PO Box 1030

Window Rock, AZ 86515

Office 520 871-5581

Total distance for our nearest facility	26,400 feet
Less free build (1 customer)	2,640 feet
Aide-to-Construction Cost Distance	23,760 feet

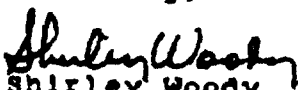
YOUR COST ESTIMATE \$ 83,160.00

The right-of-way procurement and associated costs have not been included in the above estimate. All right-of-way costs must be provided by you prior to construction.

This estimate will be kept on file for 30 days from the date of this letter. After expiration of the 30-day period, your service order and the cost estimate are subject to cancellation and change.

If you have any questions, please contact us at 520/871-5581.

Sincerely,



Shirley Woody
Service Center Supervisor

HIGH COST AREAS - CITIZENS TELECOMMUNICATIONS COMPANY OF THE WHITE MOUNTAINS, INC.

04-22-98

EXCHANGE	LOCATION	DWELLINGS	SQUARE MILES	REQUESTS	AVERAGE QUOTE	NUMBER PAID
ALPINE	Ranch at Lake Sierra Blanca on road to Big Lake-8 mi Sprucedale - Black River	1 20 21		0 0 0	0 0 0	0 0 0
	SUB TOTAL					
GREER	None-Dobson Ranch, Big Lake Concessionaire-USFS (summer only)	1 4 5		0 0 0	0 0 0	0 0 0
	SUB TOTAL					
HAWLEY LAKE	None	0 0		0 0	0 0	0 0
	SUB TOTAL					
HEBER	Woods Canyon Lake, Concessionaire & USFS-20 mi LEC North of Camperland-Hwy 200 South of Alpine	5 5 12 22		0 1 1 2	0 3,108 12,022 0	0 0 0 0
	SUB TOTAL					
HOLBROOK	North of I-40 Hwy 377 (scattered along)	20 10 30	20 20	0 0 0	0 0 0	0 0 0
	SUB TOTAL					
MCHARY	None	0 0		0 0	0 0	0 0
	SUB TOTAL					
PINEDALE	North of Clay Springs along Hwy 280	5 5	2	5 5	2,742 0	1 1
	SUB TOTAL					
PNETOP	None	0 0		0 0	0 0	0 0
	SUB TOTAL					
SHOW LOW	Show Low Pines-Unit: 8-10 (cluster Stanford Drive Show Low Pines Units 8-10 (cluster Hwy 5 to EAB-active LEC S Timber Knoll Road 1.5 mile LEC	65 3 20 14 3	3 10 24 12	39 20 19 2 1	5,804 1,547 1,233 1,196 1,688	0 7 2 0 0

11-05-98 11:02

11-05-98 11:02

11-05-98 11:02

EXCHANGE	LOCATION	DWELLINGS	SQUARE MILES	REQUESTS	AVERAGE QUOTE	NUMBERS PAID
SHOW LOW	Forestside-Hwy 60-4 mile LEC	2		0	0	0
	Whiting Ranch-8 mile LEC	3		0	0	0
	SUB TOTAL	110		01		0
SNOWFLAKE	West-Freeman Hollow area	20	2	0	0	0
	Shumway-back road-5 mile LEC	12		0	0	0
	Old Woodruff Rd (east & west of rd-average LEC 1 mile)	25	20	3	1,077	0
	South Greenlake Heights-1 mile LEC	1		13	1,327	6
	South White Antelope	20	16	11	1,237	3
	North White Antelope	30	30	20	2,405	4
	Hwy Hollow area	12	20	5	4,041	1
	Black Moss Valley	20	16	15	2,402	3
	Ranch of the Golden Horse	30	10	4	314	4
	Garibaldi area	12	12	0	067	4
	March of Old Hunt Road (lots of active LEC's in this area)	50	50	47	1,057	12
	South of Old Concho, East of County Line	8	10	7	2,175	2
	SUB TOTAL	240		134		30
SPRINGVILLE	Alpen Meadows - (Riser Terminal)	5		0	0	0
	Greens Peak Substation	10	2	0	0	0
	SUB TOTAL	15		0		0
ST. JOHNS	Toward Vetas	10	21	0	0	0
	Toward Zun	0	100	0	0	0
	West of Salado-5 mile LEC	11	2	1	10,000	0
	Coache Hwy 61 West-Little Odega Lake	20	6	25	2,803	11
	Hunt to Old Coache-Hwy 180A	15	28	10	3,282	6
	Old Concho Road	100	00	0	14,412	0
	Old Hunt Rd-N & S. off road (active LEC's on both ends)	45	16	15	2,290	7
	Northeast Hunt-Hwy 160-2 ranches-7 mile LEC	2		1	375	1
	Northwest Hunt-Hwy 160	12	50	5	5,905	0
	SUB TOTAL	221		60		25
WHITERIVER	Grasshopper, 15-20 miles from Cabeus	20	3	0	0	0
	Salt River, 2 1/4 miles from Carrizo	2		0	0	0
	SUB TOTAL	22		0		0
TOTALS OF DWELLINGS REQUESTS AND NUMBERS PAID				286		74

ARIZONA CORPORATION COMMISSION

E

UTILITY COMPLAINT FORM

Priority: RESPOND WITHIN FIVE DAYS

Investigator: Joan Ruf

PHONE (602) 542-0847

FAX: (602) 542-2129

COMPLAINT No. 97 - 5009

Date: 2/14/97

COMPLAINT DESCRIPTION: 10A Construction Costs

First:Last:

Complaint By:

Home: (520)000-0000

Account Name:

Work: (520)000-0000

Street:

CBR:

City:

is:

State:

AZ

ZIP:

Utility Co.

Citizens Utilities Company

Division:

0

Contact Name: Trish Duncan

Contact Phone:

Nature of Complaint:

Kelly applied for service some time ago and was told that a \$6,000 rural construction fee would apply. He cancelled his service order because of the costs. He is wanting to know if Citizens can charge the rc costs and under what conditions? Customer subscribes to cellular service and he can be reached on the cell phone at #520-521-0104.

Investigator's Comments:

C/referred to Citizens on 2/14/97 a.m. I explained to customer that Citizens approved tariffs under line extensions explains under what conditions the company can collect these rc fees. Customers residing outside the base rate area will more than likely pay for the facilities provided the developer failed to pay for them. If the individual purchased property outside the base rate area where there were no telephone facilities, than he would be responsible to pay for costs. I further explained that I will forward his request to Citizens and obtain the quote on the costs and follow-up next week. UPDATE: On 2/18/97 at 11:45 a.m., I called Mr. Marcum's on his cell phone and advised of company's disposition. He had indicated that he would more than likely requested a quote this November considering the reduced footage on the extension. Appreciates Staff checking into the issue to get a better understanding of how line extensions are processed.-

Disposition:

On 2/18/97, received fax from Citizens (attached to complaint file). Citizens last quoted line extension charge in April 1996, will change significantly in November of this year. 4,218 feet of cable placed on a job in 1994 will become free distance in November 1997 reducing the cable chargeable to Mr. Marcum from 13,774 to 9,556. If Mr. Marcum desires at that time, Citizens can do a complete recomputation to determine the actual revised line extension charge.

Company Contacted On: 2/14/97

Date Completed: 2/18/97

COMPLAINT No. 97 - 5009

**CITIZENS
TELECOM****Citizens Telecom
of Arizona**180 N. Ninth Street
Shaw Low, AZ 85001-5198
602-537-6602

February 18, 1997

TO: Joan Ruff
Arizona Corporation Commission

FAX: 602-542-2129

RE: TELEPHONE SERVICE TO [REDACTED]
[REDACTED], LINE EXTENSION FILE #507.

Our last quoted line extension charge in April, 1996, will change significantly in November of this year. 4,218 feet of cable placed on a job in 1994 will become free distance in November, 1997, reducing the cable chargeable to [REDACTED] from 13,774 to 9,556. If he so desires at that time we can do a complete recomputation to determine the actual revised line extension charge.

Any questions or if you need any further explanation, please let me know.

Thanks,

Lorna Steinberger
Admin Assistant Engineering
520-537-6606
FAX: 520-537-4125

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Priority: RESPOND WITHIN FIVE DAYS

Investigator: Michael Brockman

PHONE (602) 542-0836

FAX: (602) 542-2129

COMPLAINT No. 97 - 13665

Date: 3/12/97

COMPLAINT DESCRIPTION: 3C New Service New Service Fees

First:

Last:

Complaint By:

Home: (520)000-0000

Account Name:

Work: (520)000-0000

Street:

CBR:

City:

is:

State:

AZ

ZIP:

Utility Co.

Citizens Utilities Company

Division:

Arizona Telephone Division

Contact Name: Debbie Beasley

Contact Phone:

Nature of Complaint:

Customer had requested service for home and was quoted \$2771.21. This is not a new home but it never had service. Customer stated she thinks closes home with service is about three blocks away. She also submitted a letter from doctor to Citizens. Please support cost and if cost is \$2771.21 is there any funds or services that could help customer with cost?

Investigator's Comments:

Rcv'd call from Debbie (520-753-0306), charge is 1/3 of line extension for 3 pair line.~

Disposition:

CLOSED - rcv'd fax of quote to support charges. I had already left message for customer to call ADES to see if funds available.

Company Contacted On: 3/12/97

Date Completed: 3/20/97


COMPLAINT No. 97 - 13665

CITIZENS UTILITIES

CITIZENS UTILITIES RURAL COMPANY, INC.
P.O. BOX 3609 • KINGMAN, ARIZONA 86402-3609 • (520) 753-4051

MEMORANDUM

TO: STEVE PEBLEY

FROM: DAVE MORPHEW 

DATE: MARCH 17, 1997

RE: ~~XXXXXXXXXXXX~~ COMMISSION COMPLAINT

The following outlines the itemization of cost for the line extension:

Labor	\$	8,082.00
Material		1,908.00
Overhead		<u>2,290.10</u>
TOTAL		12,280.10

Divided by	<u>3</u>	(3 pair cable)	=	\$4,093.37
		3,170 ft		

7 Year Revenue (\$15.74/mo x 12 x 7) minus (1,322.16)

Total Charges 2,771.21

DAM/SE

ARIZONA CORPORATION COMMISSION**UTILITY COMPLAINT FORM****Priority: RESPOND WITHIN FIVE DAYS****Investigator: Michael Brockman****PHONE (602) 542-0836****FAX: (602) 542-2129****COMPLAINT No. 97 - 13667****Date: 3/13/97****COMPLAINT DESCRIPTION: 10A Construction Costs****First:****Last:****Complaint By: [REDACTED]****Home: [REDACTED]****Account Name:****Work: (520)000-0000****Street:****CBR:****City:****Is:****State:****ZIP: [REDACTED]****Utility Co. Citizens Utilities Company****Division: Arizona Telephone Division****Contact Name: Trish Duncan****Contact Phone:****Nature of Complaint:**

Customer states she applied for service and was quoted \$60.00 install, No deposit, & basic monthly service \$22.00 plus tax. Now she is being told \$700.00 install. Why the difference? (she did tell me this home never had service before but that her husband would do all the trenching) Are there any funds available to help pay install fee if it is \$700.00?

Investigator's Comments:**Disposition:**

CLOSED - customer called wanting to know CORRECT amount for install. Since I had s/w Trish earlier, I was able to confirm \$700 for line extension.

Company Contacted On: 3/13/97**Date Completed: 3/17/97****COMPLAINT No. 97 - 13667**

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Priority: RESPOND WITHIN FIVE DAYS

Investigator: Rodney Moore

PHONE (602) 542-0842

FAX: (602) 542-2129

COMPLAINT No. 97 - 16020

Date: 3/14/97

COMPLAINT DESCRIPTION: 10A Construction Costs

First:

Last:

Complaint By:

Home: (520)000-0000

Account Name:

Work: (520)000-0000

Street:

CBR:

City:

is:

State:

ZIP:

Utility Co.

Citizens Utilities Company

Division:

Arizona Telephone Division

Contact Name: Debbie Beasley

Contact Phone:

Nature of Complaint:

CONSTRUCTION CHARGES-Customer has contacted the Commission requesting verification that the \$12,800.00 construction charges for phone service is accurate and reasonable. Plus, were other residents in the area contacted or considered for service in this project?

Investigator's Comments:

Please provide documentation of cost breakdown and customer survey for this project, Thanx.~

Disposition:

03/14 FAXED @ 10:30 AM. 03/19 received information from CUC, I phoned and requested more information, the engineer called and we discussed growth potential, type of construction, comparison costs for other similar jobs, and time frame for reviewing project & costs because of future growth. I was reasonably convinced this was a good faith estimate and related that information in a voice message to Mr. Hurley, requesting a call back if clarification was needed.

CLOSED

Company Contacted On: 3/14/97






Date Completed: 3/19/97


COMPLAINT No. 97 - 16020

CITIZENS UTILITIES

CITIZENS UTILITIES RURAL COMPANY, INC.
P.O. BOX 3609 • KINGMAN, ARIZONA 86402-3609 • (520) 753-4051

MEMORANDUM

TO:     

FROM: DAVE MORPHEW 

DATE: MARCH 18, 1997

RE: GERALD HURLEY COMMISSION COMPLAINT

The following outlines the itemization of cost for the line extension:

Labor	\$	33,331.00
Material		2,738.00
Overhead		<u>5,522.00</u>
TOTAL		41,591.00

Divided by 3 (3 pair cable) = \$13,865.00
17,500 ft

$\frac{\$}{ft} = 2.37$

7 Year Revenue (\$9.41/mo x 12 x 7) minus (790.00)

Total Charges 13,075.00

DAM/SE

7-247-32

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Priority: RESPOND WITHIN FIVE DAYS

Investigator: Bradley Morton

PHONE (602) 542-0819

FAX: (602) 542-2129

COMPLAINT No. 97 - 358

Date: 6/5/97

COMPLAINT DESCRIPTION: 10A Construction Costs

First:

Last:

Complaint By: [REDACTED]

Home: (520)000-0000

Account Name:

Work: (520)000-0000

Street: see legal description

CBR: [REDACTED]

City:

Is:

State: AZ **ZIP:** 00000-

Utility Co. U S WEST Communications, Inc.

Division: Telephone

Contact Name: 3pm

Contact Phone:

Nature of Complaint:

Customer has property which as a legal description as follows: Section 11, Township 9 south, range 19 west in Yuma County. Eighteen months ago he was quoted a price for telephone service of \$16,120 after discussions with Debbie Lamb, Phillip Rodriguez and Dan Hernandez, the last two people are out of Denver. No paper price quote issued, and now customer called and has been quoted \$44,846 for underground services or \$73,815 to hang the lines from the poles he installed for electric. Customer feels price difference is excessively high, especially since he has already installed poles.

Investigator's Comments:

Disposition:

6/11 per Judie Wooder/USW, she has talked with Dan Hernandez and Phil Rodriguez, neither of whom were in this position 18 months ago and therefore do not know where first quote came from. Phil has talked to customer on numerous occasions and USW is waiting for customer to decide if he wants to place trench in order to lower costs. The most recent quote is not a contracted price but rather an estimate for planning purposes. Customer has Phil's number if any further questions. Complaint closed.....6/20 conference call with sub, judy Wooder, Phil Rodriguez, Dan Hernandez and Debbie Lamb, it was determined original quote came from understanding this was to be a plotted subdivision under an LDA agreement which it is not. This is merely a division of property sale. Customer sending govt and survey maps to USW and Judy will put customer in contact with person who can take order so contract can be drawn and firm price quote given.(BGM)

Company Contacted On: 6/5/97

Date Completed: 6/11/97

COMPLAINT No. 97 - 358

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Priority: RESPOND WITHIN FIVE DAYS

Investigator: Bradley Morton

PHONE (602) 542-0819

FAX: (602) 542-2129

COMPLAINT No. 97 - 46241

Date: 8/8/97

COMPLAINT DESCRIPTION: 10A Construction Costs

First:

Last:

Complaint By: [REDACTED]

Home: [REDACTED]

Account Name:

Work: [REDACTED]

Street: [REDACTED]

CBR:

City: [REDACTED]

Is:

State: AZ **ZIP:** [REDACTED]

Utility Co. U S WEST Communications, Inc.

Division: Communications

Contact Name: For Assignment

Contact Phone:

Nature of Complaint:

T16646660 customer placed order to have two lines installed at new home, inc quoted about \$100, when he experienced several delays USW rep quoted waiver of inc. He was finally advised svc would cost \$18,000 which he does not understand because his neighbor who is 200 ft away only pd \$53. Neighbors tn is 520-317-0715.

Investigator's Comments:

Disposition:

8/14 per JW eng will review what charges would be for one customer, USW is out of fac in this area and customer is out of base rate, construction \$ do apply. 08/19 per JW only charge will be \$53.30, no erfs yet. 09/4 lwtc with JW for update. 9/8 Per JW Job 721k389 but no erfs. 9/10 erfs 10/17 per JW. 9/24 per JW svc order completd 9/23, complaint closed.

Company Contacted On: 8/8/97

Date Completed: 9/30/97

COMPLAINT No. 97 - 46241

ARIZONA CORPORATION COMMISSION**UTILITY COMPLAINT FORM**

Priority: RESPOND WITHIN FIVE DAYS**Investigator: Joan Ruf****PHONE (602) 542-0847****FAX: (602) 542-2129**

COMPLAINT No. 97 - 75721**Date: 8/12/97****COMPLAINT DESCRIPTION: 10A Construction Costs****First:****Last:****Complaint By:****Home: (000) -0000****Account Name:****Work: (000) -0000 Ext.****Street:****CBR:****City:****Is:****State:****AZ****ZIP:** **Utility Co.****Citizens Utilities Company****Division:****Arizona Telephone Division****Contact Name:****Contact Phone:****Nature of Complaint:****Received Correspondence.****Investigator's Comments:****Disposition:****08/14 Replied, see attachment.****CLOSED****Company Contacted On: 8/12/97****Date Completed: 8/14/97****COMPLAINT No. 97 - 75721**

CARL J. KUNASEK
CHAIRMAN

JAMES M. IRVIN
COMMISSIONER

RENZ D. JENNINGS
COMMISSIONER



JACK ROSE
EXECUTIVE SECRETARY

ARIZONA CORPORATION COMMISSION

August 14, 1997

[REDACTED]
[REDACTED]
[REDACTED]

Dear [REDACTED]:

This is in response to your correspondence to the Arizona Corporation Commission (Commission). Your letter indicates frustration over the inability to obtain telephone service from Citizens Utility Company (Citizens) in the Cedar Hills area.

At present there is no funding available to subsidize the provisioning of telephone service. The Commission supports the concept and the tariff authorizes the customer to pay for the placement of telephone service in situations involving substantial extra cost or risk where exchange service is ordered for areas where the telephone facilities are not available. These costs include the payment of the construction charge, installation charges and the regular monthly rates applicable for the products and services provided.

Citizens is not responsible to residents who locate in an area where basic telephone service has never been available and yet expect reliable and reasonable telephone service plus the option of accessing the internet

Citizens is also not responsible or liable for the dispatching of emergency services. People who reside in areas where such services may be compromised by the lack of basic telephone service must accept personal responsibility for their actions.

In conclusion, the good faith estimate provided previously to you and other residents of the area have been perused by Commission Staff and are considered accurate and reasonable.

Please do not hesitate to call me toll free at 1-800-222-7000 if I can be of any further assistance.

Sincerely,

Rodney I. Moore
Consumer Service Specialist
Utilities Division

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Priority: RESPOND WITHIN FIVE DAYS

Investigator: Janie Woller

PHONE (602) 542-0821

FAX: (602) 542-2129

COMPLAINT No. 97 - 79809

Date: 10/2/97

COMPLAINT DESCRIPTION: 10A Construction Costs

First:

Last:

Complaint By: [REDACTED]

Home: (602) [REDACTED]

Account Name:

Work:

Street: [REDACTED]

CBR: 602-628-4747

City: [REDACTED]

Is: Home

State:

AZ

ZIP: [REDACTED]

Utility Co.

U S WEST Communications, Inc.

Division:

Communications

Contact Name: Jwooder

Contact Phone: (602)351-6086

Nature of Complaint:

Mr. [REDACTED] called regarding requesting 3 lines from USWC on 7/24/97. USWC said there was no problem to installed on 8/22/97 and gave him 602-471-7282 as one of his #'s. Service wasn't installed and was told 30 days. Then he was informed that the cost per line would be \$3100.00. His neighbor (602-471-0026) had two lines installed a couple of months ago at a cost of \$2500.00. He wants to know why his charge is \$3100.00 and not the \$2500.00? Please provide a breakdown of the charges and an explanation of the increase in cost.

Investigator's Comments:

12/19/97 p.m. I called Mr. Anderson and informed him that he would be receiving a \$364.00 credit. Closed.

Disposition:

10/3/97 IT WAS AGREED W/ACC, PUBLIC POLICY AND ENG ON 10/2/97 THAT THIS AREA WOULD CONTINUE TO BE BRKN DOWN BY ZONES AND WE NOW HV A CHART THAT SHOWS ZONE CHRGS RATHER THAN EACH IND BEING QUOTED DIF AMNTS. THE CHART SHOWS THAT HIS CORR CHRGS SHLD BE 3192. PER LINE RATHER THAN THE 3119. HOPEFULLY THIS NEW CHART WL ELIMINATE PRBLMS IN THE FUTURE RE AMNTS BEING QUOTED AND NEIGHBORS COMPARING RATES W/EACH OTHR. CUST NEIGHBOR ALSO HAS CONTRACT OUT FOR 2ND AND 3RD LINES AND QUOTE FOR THOSE IS ALSO 3119. AND IF NT ACCPTD NOW AND CONTRACTS EXPIRE THE NEW RATES WL APPLY FOR THEM AS WELL.
CLOSED

Company Contacted On: 10/2/97 2:16:51

Date Completed: 12/19/97

COMPLAINT No. 97 - 79809